



**LEGAL SERVICES CORPORATION  
Technology Initiative Grant Program  
Web Site Evaluation System**

**CLIENT WEBSITE USER INTERVIEW**

**INSTRUMENT**

The interviewee:

- ☐ Used the website to find information about an issue they selected
- ☐ Used the website to find information about a hypothetical scenario presented by the program

**Interviewer Introduction**

“Thanks for agreeing to test our Web site and talk with me about your experience using it. The information you give me will help us ensure the Web site meets the needs of community members as effectively as possible. Please tell me about the things that make the website easy or hard to use, that make the information useful or not, or other things you think we should know to make this website better. It will take about 15 minutes to finish this interview. Do you have any questions before we start?”

“I will begin with questions about the information you were trying to find on the website and how easy or hard it was to find it.”

**Note:** *Questions 1 and 2 should be skipped for testers using the hypothetical scenarios.*

- 1. What information were you looking for on the website?** *(Prompts and possible answer categories follow. Interviewer, please check all that apply.)*

<input type="checkbox"/>	I was trying to find a lawyer
<input type="checkbox"/>	I was trying to find out what my legal rights were
<input type="checkbox"/>	I wanted to get information for a court case
<input type="checkbox"/>	I wanted information to help me with a legal problem but not a court case
<input type="checkbox"/>	I was trying to find other, non-legal services that could help me
<input type="checkbox"/>	I was just seeing what information is available
<input type="checkbox"/>	Other

**2. What type of legal issue did you want help with? (Prompts and answer categories follow. Interviewer please check all that apply.)**

<input type="checkbox"/>	Consumer, such as credit, bankruptcy, home loan / repair scams
<input type="checkbox"/>	Disability rights and services
<input type="checkbox"/>	Domestic violence
<input type="checkbox"/>	Education, such as school quality, school discipline
<input type="checkbox"/>	Employment/job training, such as unpaid wages, unsafe working conditions, insufficient access to training
<input type="checkbox"/>	Family law, such as divorce and child custody
<input type="checkbox"/>	Health / mental health issues, such as access to health care, quality of health care, medication or institutionalization issues
<input type="checkbox"/>	Housing law, such as evictions, security deposit, no heat or hot water?
<input type="checkbox"/>	Immigration, such as getting a green card, problems with the INS
<input type="checkbox"/>	Public Benefits, such as TANF, food stamps, SSI, Medicaid, Medicare, and unemployment compensation
<input type="checkbox"/>	Senior citizens' rights and services
<input type="checkbox"/>	Other

**3. Did you find the information you were seeking?**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Some, but not all

**4. How easy or hard was it for you to find the information you needed to solve your legal problem(s)?**

<input type="checkbox"/>	Very Easy
<input type="checkbox"/>	Easy
<input type="checkbox"/>	Not easy or hard
<input type="checkbox"/>	Hard
<input type="checkbox"/>	Very Hard

**5. What made it easy / hard for you to find the information you needed?**  
(Possible prompts: the directions [were] / [were not] easy to understand;  
the website [had] / [did not have] the information I needed  
it [was] / [was not] easy to move from one web page to another)

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**6. How easy or hard was it for you to understand the information you found?**

	Very easy
	Easy
	Not easy or Hard
	Hard
	Very Hard

**7. What made it easy / hard for you to understand the information you found?**

*Possible prompts: the wording was [clear] / [not clear]; legal terms [explained] / too many legal terms; too many big words.*

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**Interviewer transition:** “Now I would like to ask you about how useful the information you found is.”

**8. To what extent were the terms and wording on the website easy to understand? Please choose one of the following:**

	Very easy
	Easy
	Not easy or hard
	Hard
	Very hard

**9. To what extent was the information you found useful? Please choose one of the following:**

	Very useful
	Useful
	Not very useful
	Not at all useful

**10. What made the information [useful] / [not useful]?**

*Possible prompts:* it [was] / [was not] what I needed; it was [easy] / [hard] to understand; it [did] / [did not] answer the questions I had; it [did] / [did not] tell me what I could do next.

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**11. Did the website information help you to understand your legal rights better than you did before?**

	Yes
	No
	Don't Know

**12. Is there anything in particular about the website that [helped you understand] / [kept you from understanding] your legal rights better than before?**

*Possible prompts:* the web site [did] / [did not] provide relevant information; the information was [easy] / [hard] to understand; the website [did] / [did not] help me understand what I could do next; the website [did] [did not] tell me where I could get other help.

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**13. Did the website information help you to understand what to do about your legal problem better than you did before?**

	Yes
	No
	Don't Know

**14. Is there anything in particular about the website that [helped you understand] / [kept you from understanding] your legal problem better than before?**

*Possible prompts:* the web site [did] / [did not] provide relevant information; the information was [easy] / [hard] to understand; the website [did] / [did not] help me understand what I could do next.

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**Interviewer transition:** Next, I have a few questions about how you think we can improve the website to better meet your needs.

**15. Is there anything you were looking for on the website that you did not find?**

	Yes (go to #16)
	No (go to #17)

**16. What were you looking for that you couldn't find?**

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**17. What, if anything, did you like most about the website?**

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**18. What, if anything, did you like least about the website?**

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**19. How could we change the website so it could better meet your needs?**

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**20. Would you use the website again?**

	Yes
	No

**21. Would you recommend this website to someone else?**

	Yes
	No

**Interviewer transition:** Finally, I have a couple of questions about your experience using a computer and the internet.

**22. How often do you use a computer?**

	Daily
	Weekly
	Monthly

**23. How often do you access the internet?**

	Daily
	Weekly
	Monthly

**THANK YOU!!**